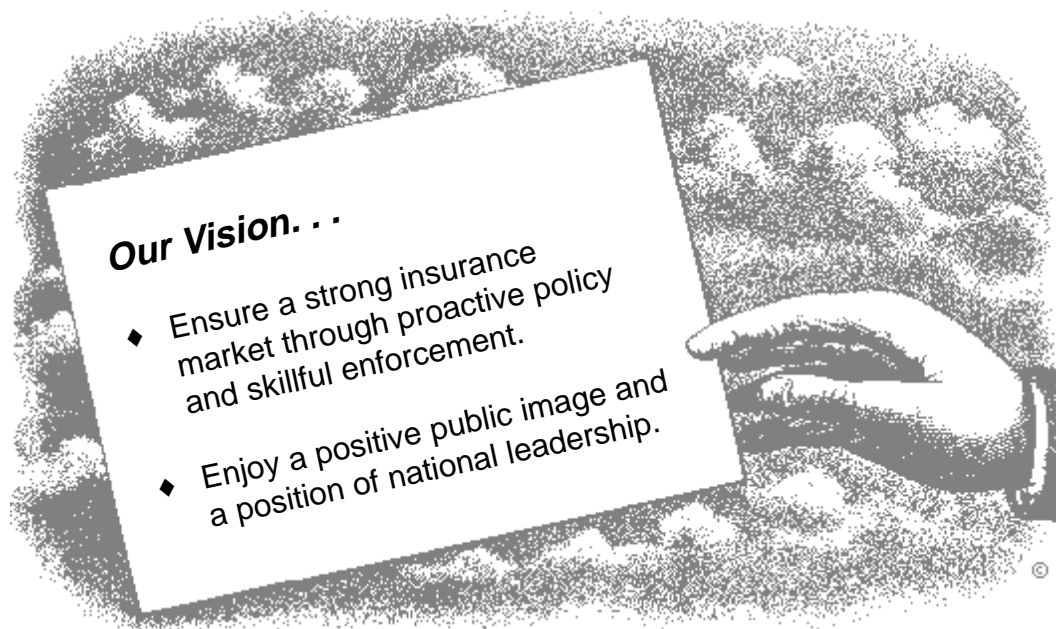


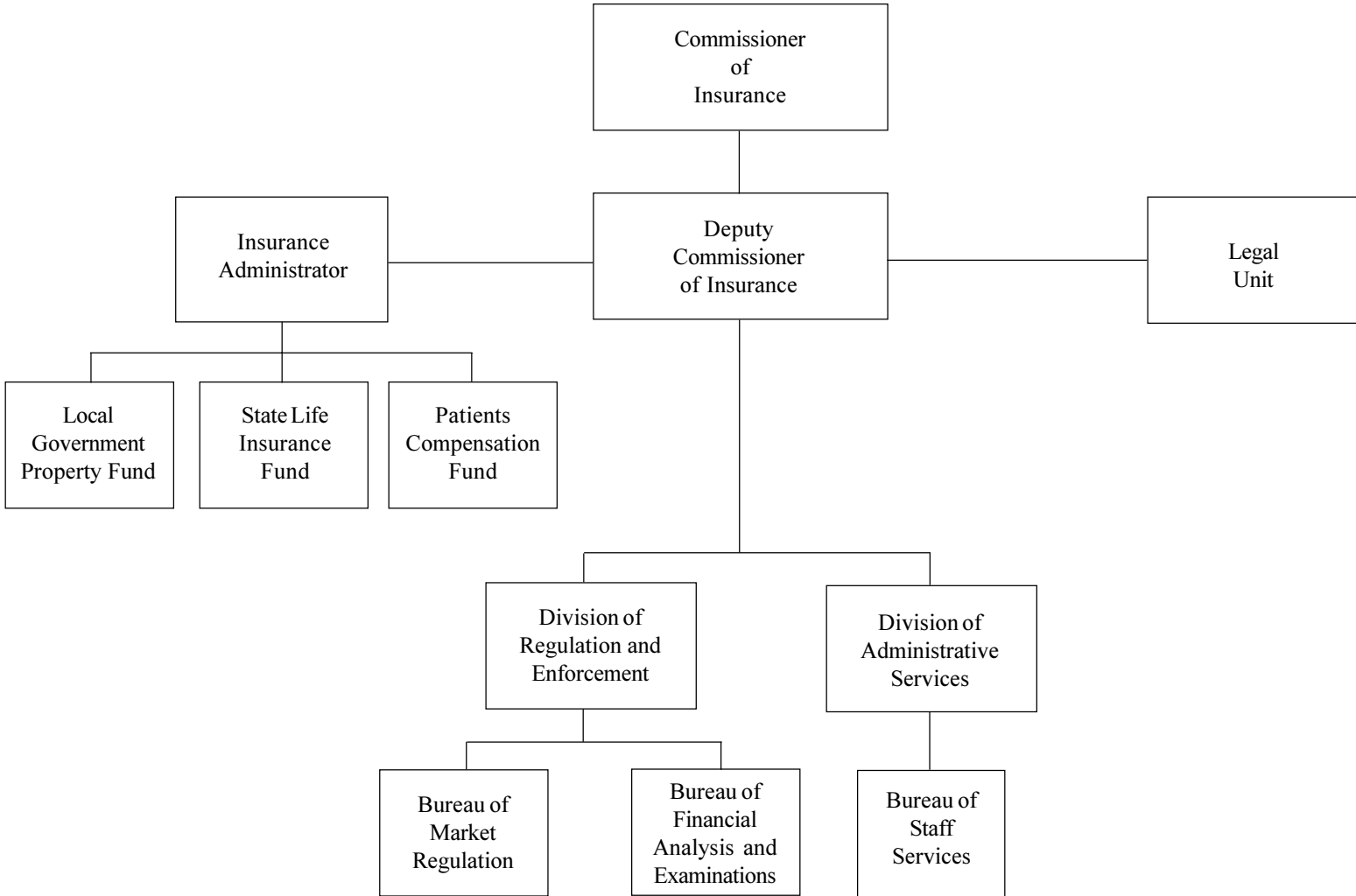
## Administration of the Office



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**Organization and Staffing of the  
Office of the Commissioner of Insurance**



## Organizational Structure

The office is divided into the Insurance Administrator area, the Legal Unit and two divisions, the Division of Regulation and Enforcement and the Division of Administrative Services.

### Insurance Administrator

This unit provides advice on executive matters affecting the office's goals and initiatives, directs the office's legislative initiatives, communications activities, and provides advice on technical insurance-related issues.

In the last quarter, the position of a managed care specialist was added to the unit. This position serves as an ombudsman for consumers who have questions or problems with their managed care plans. This position is responsible for investigating the most complex managed care complaints received by OCI. It is also responsible for educating consumers on their rights under managed care plans. This position will be responsible for implementing and administering the independent review program.

This unit also has administrative responsibilities for three segregated funds: the Local Government Property Insurance Fund, the State Life Insurance Fund, and the Patients Compensation Fund.

The Local Government Property Insurance Fund offers property insurance protection to qualified local government units.

The State Life Insurance Fund offers life insurance to Wisconsin residents in amounts not exceeding \$10,000 per person.

The Patients Compensation Fund provides medical malpractice protection to health care providers for claims in excess of \$400,000 per claim or \$1,000,000 annual aggregate for each policy year.

### Legal Unit

The Legal Unit represents the office in administrative proceedings, provides legal advice to the staff, represents or supervises representation of the office in litigation, and develops legislative proposals and administrative rules.

### Division of Regulation and Enforcement

*Bureau of Financial Analysis and Examinations.* This bureau monitors the financial solvency of insurers licensed to do business in Wisconsin. It conducts field audits of domestic insurer operations, administers insurer rehabilitations and liquidations, audits and collects insurer taxes and fees, and administers the fire department dues program.

*Bureau of Market Regulation.* This bureau reviews the rates, forms, and contracts filed with the agency by insurers; determines compliance with applicable laws and rules; initiates appropriate administrative actions; examines insurer rating procedures, advertising files, and policyholder reserves; staffs several risk-sharing plans; provides assistance to consumers in resolving problems with insurers and agents; disseminates information to the public; investigates agent activities; conducts field reviews of insurer marketing practices; and administers the insurance intermediaries testing and licensing program.

### Division of Administrative Services

*Bureau of Staff Services.* This bureau is responsible for all general administrative functions of the agency including information technology, budget, purchasing, human resources, and support services.

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**Office Personnel**

Connie L. O'Connell, Commissioner  
Randy Blumer, Deputy Commissioner

Judy Arawinko  
James Guidry  
Catherine Mickelson  
Alice Shuman-Johnson

Executive Staff Assistant  
Legislative Liaison  
Program Assistant  
Attorney

**Insurance Administrator**

Eileen Mallow  
Barbara Belling

Insurance Administrator  
Managed Care Specialist

**Local Government Property Insurance Fund**  
Danford Bubolz

Community Services Specialist

**Patients Compensation Fund**

Theresa Wedekind  
Cecelia Dobbs  
Audrey Hawk  
Jeffrey Kohlmann  
Rodney Orr  
Inez Paynter  
Thomas Raymakers

Chief  
Financial Specialist  
Program Assistant  
Insurance Program Specialist  
Regulatory Specialist  
Insurance Program Specialist  
Accountant

**State Life Insurance Fund**

Mary Sprague  
Gail Austin  
Greg Luft  
Alice Sundt  
Jean Wendlick

Chief  
Program Assistant  
Accountant  
Program Assistant  
Program Assistant

**Legal Unit**

Fred Nepple  
Sheila Becker  
Robert Luck  
Stephen Mueller  
Julie Walsh

General Counsel  
Legal Secretary  
Attorney  
Attorney  
Attorney

**Division of Regulation and Enforcement**

Guenther Ruch  
Mary Sue Gilardi  
Betsey Rewey  
Jean Terry

Administrator  
Executive Staff Assistant  
Program Assistant  
Program and Planning Analyst

**Bureau of Financial Analysis and Examinations**

Matthew Mandt  
Richard Anderson  
Stephen Caughill  
Lori Cretny  
Jerry DeArmond  
Sonja Dedrick  
Rebecca Easland  
Andrew Fell

Director  
Insurance Financial Examiner  
Insurance Financial Examiner Chief  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner  
Insurance Financial Examiner

Cruz Flores	Insurance Financial Examiner
Kristen Forsberg	Insurance Financial Examiner
Donald Gasser	Insurance Financial Examiner
David Grinnell	Insurance Financial Examiner
Sarah Haeft	Insurance Financial Examiner
Ryan Hanson	Insurance Financial Examiner
Karla Harris	Insurance Financial Examiner
Richard Hinkel	Insurance Financial Examiner
Thomas Janke	Insurance Financial Examiner
Steven Junior	Insurance Financial Examiner
Jackie Karls	Program Assistant
DuWayne Kottwitz	Insurance Financial Examiner
Russell Lamb	Insurance Financial Examiner
Mark Lasowski	Insurance Financial Examiner
Cindy Lawton	Program Assistant
John Litweiler	Insurance Financial Examiner
Theresa McClintock	Insurance Financial Examiner
Penny Marten	Program Assistant
Peter Medley	Insurance Financial Examiner Chief
Kerri Miller	Insurance Financial Examiner
Randal Milquet	Insurance Financial Examiner
Eleanor Opprieht	Insurance Financial Examiner
Roger Peterson	Insurance Financial Examiner Chief
Danielle Rogacki	Insurance Financial Examiner
Thomas Rust	Insurance Financial Examiner
Sarah Salmon	Insurance Financial Examiner
Christine Shan	Insurance Financial Examiner
Yvonne Sherry	Records Management Supervisor
Jean Suchomel	Insurance Financial Examiner
Frederick Thornton	Insurance Financial Examiner
Timothy VandeHey	Insurance Financial Examiner
Julie Wipperfurth	Program Assistant

**Bureau of Market Regulation**

Susan Ezalarab	Director
Florence DeLuca	Program Assistant
Laura Iliff	Actuary
Jo LeDuc	Insurance Examiner
Marcia Zimmer	Insurance Examiner

**Complaints Unit**

Annette Byrnes	Insurance Supervisor
Karen Becker	Program Assistant
Monica Hale	Program Assistant
Karen Osborne	Program Assistant
Katherine Otis	Program Assistant
Yamiris Torres	Program Assistant

**Property and Casualty Unit**

Philip Kress	Insurance Examiner Chief
Laura Andreasson	Insurance Examiner
Penny Fitzgerald	Insurance Examiner
Jane Kovacik	Insurance Examiner
Gary Morris	Insurance Examiner
Rhonda Peterson	Insurance Examiner
Rebecca Rebholz	Insurance Examiner
Mark Reinholz	Insurance Examiner

**Life and Health Unit**

Michael Honeck  
 Stephanie Cook  
 Diane Dambach  
 Bob DeZonia  
 Pamela Ellefson  
 Renee Fabry  
 Kristy Jacobson  
 John Kitslaar  
 Gordon Krueger  
 Ashley Natysin  
 Jamie Sanftleben  
 Lauren Schlunkert  
 Gerald Zimmer

Insurance Examiner Chief  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner  
 Insurance Examiner

**Agent Licensing Section**

Laurna Landphier  
 Laura Adkins  
 Linda Goad  
 Sarah Joyce  
 Phyllis Scott

Chief  
 Program Assistant  
 Program Assistant  
 Program Assistant  
 Program Assistant

**Division of Administrative Services**

Clare Stapleton Concord  
 Joseph Hilgendorf  
 Timothy Mero  
 Andrea Nelson

Administrator  
 Accountant  
 Budget and Policy Analyst  
 Contract Specialist

**Bureau of Staff Services****Human Resources Section**

Candace Buckles  
 Louise Karpinski  
 Kathleen Keleher  
 Judith Wagaman

Human Resources Program Officer  
 Human Resources Specialist  
 Training Officer  
 Payroll and Benefits Specialist

**Information Services Section**

Judith Werner  
 James Angus  
 Patrick Bass  
 Scott Bradach  
 Robert Climie  
 Theresa Daggett  
 Marcia Elliott  
 Dean Jefferson  
 Steve Nickell  
 Benjamin Schilling  
 Kaz Wojtkow

Chief  
 IS (N) Network Specialist  
 Program Assistant  
 IS (N) LAN Coordinator  
 IS (C) Comprehensive Professional  
 IS (C) Comprehensive Professional  
 IS (C) Comprehensive Professional  
 IS (C) Comprehensive Specialist  
 IS (S) Systems Specialist  
 IS (C) Comprehensive Professional  
 IS (C) Comprehensive Professional

**Services Section**

Vacant  
 Julie Blaney  
 Jacquelynn Gernetzke  
 Irene Knickmeier  
 Fran Treinen  
 Inger Williams

Records Management Program Supervisor  
 Program Assistant  
 Purchasing Agent  
 Program Assistant  
 Clerical Assistant  
 Program Assistant

**Office of the Commissioner of Insurance—Office Finances**  
**General Fund—Supervision of the Insurance Industry**  
**Fiscal Year 2000 (Amounts in \$000s)**

	Total Revenue	Retained by Office of the Commissioner of Insurance	Transferred to State's General Purpose & Other Revenue Funds *
Premium Taxes	\$ 86,878	\$	\$ 86,878
Fire Department Dues	9,554		9,554
Liquidation Account Interest	1,892		1,892
Forfeitures	201		201
Insurance Company Examination Charges	3,603	3,243	360
Resident Agent Listing Fees	4,206	3,785	421
Nonresident Agent Listing Fees	2,997	2,697	300
Resident Agent Examination Charges	292	263	29
Nonresident Agent Examination Charges	520	468	52
Company Licenses, Admissions, and Renewals	2,648	2,383	265
Certifications/Clearances	168	151	17
Miscellaneous**	43	39	4
<b>Total Revenue</b>	<b><u>\$113,002</u></b>	<b>13,029</b>	<b><u>\$ 99,973</u></b>
Total Operating Expenditures		<u>9,654</u>	
<b>Net Operating Revenue</b>		<b><u>\$ 3,375</u></b>	

\* The Office of the Commissioner of Insurance retains 90% of licenses, services, and various other revenues. Taxes plus 10% of licenses, services, and various other revenues are remitted to the State of Wisconsin General Purpose Revenue Fund. Fire Department Dues are remitted to Wisconsin Fire Departments. Liquidation Account Interest accrues to liquidation account bank balances. Forfeitures are remitted to the Common School Fund.

\*\* Miscellaneous collections include: 1) photocopying, 2) service of process, and 3) brochures.

**Office of the Commissioner of Insurance—Office Finances**  
**Segregated Funds**  
**Fiscal Year 2000 (Amounts in \$000s)**

	Total Revenue	Admin. Expenses	Operating Expenses	Net Operating Revenue
Patients Compensation Fund	\$67,995	\$1,032	\$48,695	\$18,268
Local Government Property Insurance Fund	10,746	795	8,120	1,831
State Life Insurance Fund	5,558	475	6,957	(1,874)